



PATENT

1 – 6 (canceled).

7. (previously presented) The method of claim 68, wherein the performance statistic comprises at least one or more of in contacts, talk time, work time, total time, available time, aux time, average handling time, average work time, average talk time, out calls, out time, system time, schedule adherence, state adherence, agent conformance, agent sales, agent revenue, agent attendance, entitlement adherence, and quality score.

8-12. (canceled).

13. (previously presented) The method of claim 68 wherein the step of displaying further comprises selecting at least one presentation characteristic of the performance statistic, the at least one presentation characteristic having at least an over threshold indicator including at least one of colors, fonts, italicizing, reverse printing, bolding, underlining, background patterns, shading, cross-hatching, diagonal lines, horizontal lines, vertical lines, pop-up windows, and sounds.

14. (previously presented) The method of claim 68, wherein the step of displaying further comprises selecting at least one presentation characteristic of the performance statistic, the at least one presentation characteristic having at least an under threshold indicator including at least one of colors, fonts, italicizing, reverse printing, bolding, underlining, background patterns, shading, cross-hatching, diagonal lines, horizontal lines, vertical lines, pop-up windows, and sounds.

15. (previously presented) The method of claim 68, wherein the step of displaying further comprises selecting at least one presentation characteristic of the performance statistic, the at least one presentation characteristic having at least an over threshold limit including at least one of a percent difference or an absolute difference.

16. (previously presented) The method of claim 68, wherein the step of displaying further comprises selecting at least one presentation characteristic of the performance statistic, the at least one presentation characteristic having at least an under threshold limit including at least one of a percent difference or an absolute difference.

17. (previously presented) The method of claim 68, further comprising the step of collecting and updating the performance statistic periodically.

18. (previously presented ) The method of claim 68, wherein the given agent is performing in at least one of a call center, a contact center, a sales force center, a field service center, and a factory.

19. (previously presented) The method of claim 68, further comprising the step of allowing the given agent to enter preferences of the given agent, the preferences comprising at least one of selecting the performance statistic, selecting a time format, selecting a comparison method, and selecting a number of past days to show data.

20. (previously presented). The method of claim 68, further comprising the step of allowing the given agent to enter preferences of the given agent, the preferences comprising at least one of selecting the performance statistic, selecting a time format, selecting a comparison method, and selecting a number of past days to show data, wherein the comparison method comprises at least one of no difference, difference, and percent difference.

21. (previously presented). The method of claim 68, further comprising the step of allowing the given agent to select a form of communication of the performance statistic, the form comprising at least one of a textual display, a graphical display, a bar chart, a line chart, audio, and multimedia.

22. (previously presented) The method of claim 68, further comprising the step of allowing a supervisor to select a form of communication of the performance statistic, the form comprising at least one of a textual display, a graphical display, a bar chart, a line chart, audio, and multimedia.

23-41 (canceled).

42. (currently amended) A method for presenting one or more performance statistics to one or more agents, the method comprising the steps of:

collecting periodically the one or more performance statistics for the agent and one or more peer groups;

calculating the percentage difference between each of the one or more performance statistics of the peer group and a respective performance statistic of the agent;

determining whether the percentage difference between each of the one or more performance statistics of the peer group and the respective performance statistic of the agent exceeds an over threshold;

presenting the respective performance statistic of the peer group in a first state in response to a determination that the percentage difference between the respective performance statistic of the peer group and the performance statistic of the agent exceeds the over threshold;

determining whether the percentage difference between each of the one or more performance statistics of the peer group and the respective performance statistic of the agent is less than an under threshold; and

presenting the respective performance statistic of the peer group in a second state in response to a determination that the percentage difference between the respective performance statistic of the peer group and the performance statistic of the agent is less than the under threshold;

wherein the first state and the second state are selected by a supervisor entity or, if the supervisor entity has enabled a given permission, by an agent.

43. (original) The method of claim 42, wherein the first state comprises at least one of colors, fonts, italicizing, reverse printing bolding, underlining, background patterns, shading, cross-hatching, diagonal lines, horizontal lines, vertical lines, pop-up windows, and sounds.

44. (original) The method of claim 42, wherein the second state comprises at least one of colors, fonts, italicizing, reverse printing bolding, underlining, background patterns, shading, cross-hatching, diagonal lines, horizontal lines, vertical lines, pop-up windows, and sounds.

45. (original) The method of claim 42, further comprising the step of allowing a user to select the format of the presentation, the format comprising at least one of a textual display, a graphical display, a bar chart, a line chart, audio, and multimedia.

46 – 65 (canceled).

66. (previously presented) A system for communicating to an agent how the agent is performing, the system comprising:

a computer;

one or more contact servers coupled to the computer for providing performance data to the computer;

one or more agent workstations coupled to the computer via a network for providing the agent with an interface to the computer;

one or more supervisor workstations coupled to the computer via the network for providing a supervisor with an interface to the computer;

wherein the computer is configured to allow the supervisor to configure the access and presentation of the performance data to the agent;

wherein the computer is configured to allow the agent to configure the presentation of the performance data to the agent;

wherein the performance data comprises performance data of a plurality of the agent, a management unit, an agent group, and a peer group;

wherein the performance data is displayable for a given agent and at least one or more other agents in an agent's management unit, agent group or peer group by one or more views: on a cumulative basis across all skills and contact types, according to a given skill that the given agent possesses, and according to a given contact type handled by the given agent;

wherein the step of displaying includes communicating a comparison between the performance of the given agent and the performance of the agent group, the comparison being communicated as at least one of a difference, a percent difference, and no difference, wherein the type of difference communicated is selectable by a supervisor or, if the supervisor has enabled a given permission, by an agent.

67. (original) The system of claim 66, wherein the performance data comprises at least one or more of in contacts, talk time, work time, total time, available time, aux time, average handling time, average work time, average talk time, out calls, out time, system time, schedule adherence, state adherence, agent conformance, agent sales, agent revenue, agent attendance, entitlement adherence, and quality score.

68. (currently amended) A method, operative in a contact center environment wherein groups of agents are organized into one or more agent groups, and wherein given contacts are associated with a given skill or a given contact type, comprising:

as contacts are handled, generating at least one performance statistic for a given agent and for one or more other agents in the agent's group for a given time period that includes at least one daily period; and

displaying the given agent's performance statistic and the performance statistic for one or more other agents in the agent's group for the at least one daily period, wherein the performance statistics are displayable for the given agent and the one or more other agents in the agent's group by one or more views: on a cumulative basis across all skills and

contact types, according to a given skill that the given agent possesses, and according to a given contact type handled by the given agent; and

wherein the step of displaying includes communicating a comparison between the performance of the given agent and the performance of the agent group, the comparison being communicated as at least one of a difference, a percent difference, and no difference, wherein the type of difference communicated is selectable by a supervisor entity or, if the supervisor entity has enabled a given permission, by an agent.

69. (previously presented) The method as described in claim 68 wherein one or more agent groups comprise one or more management units, and wherein the performance statistics are displayable for the given agent and the one or more other agents in the agent's group and management unit.

70. (previously presented) The method as described in claim 69 further including the step of displaying the given agent's performance statistic relative to the performance statistic for one or more other agents in the agent's group and management unit for each of two or more daily periods within the given time period.

71. (previously presented) The method as described in claim 69 further including the step of displaying the given agent's performance statistic relative to the performance statistic for one or more other agents in the agent's group and management unit for an aggregate number of daily periods within the given time period.

72. (previously presented) The method as described in claim 68 wherein the views are represented in a hierarchy.

73. (previously presented) The method as described in claim 68 further including configuring an appearance of the performance statistic for the given agent.

74. (previously presented) The method as described in claim 68 further including configuring an appearance of the performance statistic for the one or more other agents in the agent's group.

75. (previously presented) The method as described in claim 73 wherein the appearance of the performance statistic for the one or more other agents in the agent's group is configured as a function of a value of the performance statistic with respect to the value of the performance statistic of the given agent.

76. (previously presented) The method as described in claim 73 wherein the appearance of the performance statistic is configurable by a given entity.

77. (previously presented) The method as described in claim 68 wherein the performance statistic is configurable by a given entity.

78. (previously presented) The method as described in claim 76 wherein the given entity is one of an agent or a supervisor.

79. (previously presented) The method as described in claim 68 wherein at least one daily period is a current day.

80. (previously presented) The method as described in claim 68 wherein the performance statistic for one or more other agents in the agent's group is an average value.

81. (currently amended) A computer program product for use in a contact center environment wherein peer groups of agents are organized into one or more agent groups, and wherein given contacts are associated with a given skill or a given contact type, comprising:

a first set of program instructions, executable on a first processor, to generate at least one performance statistic for a given agent and for one or more other agents in the agent's group for a given time period that includes at least one daily period; and

a second set of program instructions, executable on a second processor, to display the given agent's performance statistic and a performance statistic for one or more other agents in the agent's group, wherein the performance statistics are displayable for the given agent and the one or more other agents in the agent's group by one or more views: on a cumulative basis across all skills and contact types, according to a given skill that the given agent possesses, and according to a given contact type handled by the given agent;

wherein the performance statistic display also communicates a comparison between the performance of the given agent and the performance of the agent group, the comparison being communicated as at least one of a difference, a percent difference, and no difference, and wherein the type of difference communicated is selectable by a supervisor entity or, if the supervisor entity has enabled a given permission, by an agent.

82. (previously presented) The apparatus as described in claim 81 wherein the first set of program instructions comprise an application executable in a server, and the second set of program instructions comprise an application executable in a client browser.

83. (previously presented) The apparatus as described in claim 81 further including another set of program instructions, executable on the second processor, to configure the performance statistic.

84. (previously presented) The apparatus as described in claim 81 further including another set of program instructions, executable on the second processor, to configure an appearance of the performance statistic.

85. (previously presented) The apparatus as described in claim 81 wherein the at least one daily period is a current day.

86. (currently amended) A system, for use in a contact center environment wherein peer groups of agents are organized into one or more agent groups, and wherein given contacts are associated with a given skill or a given contact type, comprising:

a server comprising a first set of program instructions, executable on a first processor, to generate at least one performance statistic for a given agent and for one or more other agents in the agent's group for a given time period that includes at least one daily period; and

a client, connectable to the server over a network, the client comprising a second set of program instructions, executable on a second processor, to display the given agent's performance statistic and a performance statistic for one or more other agents in the agent's group, wherein the performance statistics are displayable for the given agent and the one or more other agents in the agent's data group by one or more views: on a cumulative basis across all skills and contact types, according to a given skill that the given agent possesses, and according to a given contact type handled by the given agent;

wherein the performance statistic display also communicates a comparison between the performance of the given agent and the performance of the agent group, the comparison being communicated as at least one of a difference, a percent difference, and no difference, and wherein the type of difference communicated is selectable by a supervisor entity or, if the supervisor entity has enabled a given permission, by an agent.

87. (previously presented) The system as described in claim 86 wherein the performance statistic for one or more other agents in the agent's group is an average value.

88. (previously presented) The system as described in claim 86 further including another set of program instructions, executable on the second processor, to configure an appearance of the performance statistic.